



HO/DIT/BPR & BTB/2095/2020-21

Date: 29-10-2020

Deputy General Manager
Government Business Cell

Sub: Training to Aadhaar Enrolment Centers and ZITCs for implementation of "Video calling based processing of Life Certificate of Pensioners"

This is in reference to letter no: HO/GB/116/2020-21 dated 25.09.2020 with subject for **Preparedness with regard to processing of Life Certificate of pensioners**. As evident from the letter that there is option required using Video Calling based processing of life certificate of pensioners.

Accordingly, department has come out with "**Processing of life certificate of pensioners through Video calling**" facility through UCO mPassbook application. Pensioner has to download UCO mPassbook mobile app through Android/iOS play store and register using account number and registered mobile number. Once pensioner is registered in UCO mPassbook, "**Video Life Certificate**" option will be shown in the home screen. Pensioner has to put request through this module by selecting account number and entering PPO number. The user has to select schedule date and time slot and upload Photo, Signature and PAN card image. Once request is submitted, aadhaar enrolment center official will setup video call with pensioner and verify their online request. After completion of video calling process, data will be uploaded to GBM system and thus, processing of life certificate of pensioner is completed.

In this regard, it is requested to intimate Aadhaar Centers attached branches as well as ZITCs for the said training (through Microsoft TEAMS) for smooth handling of "**Video Life Certificate**" process in three batches on 31st Oct 2020 from 1:00PM onwards with 100 Aadhaar enrolment center officials in each batch.

Regards

(Joydeep Chatterjee)
Deputy General Manager
DIT, BPR & BTB

- Encl: 1. Job card
2. Document for circulation to the branches